



Regional License and Permits Program

Oversight Group Meeting

June 7, 2016



Item E: Oversight Report, CO4 status

- Refer to handout, Oversight Monthly Report dated June 1, 2016
- June Report Status highlights:
 - Solution Foundation phase and Report specifications completed
 - 1 item pulled for go live from February tasks
 - Conversion round 2 for Washoe and Sparks validated on target
 - Reno self hosted progress for Move to Cloud, upgraded to 7.3.3.9.4 and 8.02
 - IVR connectivity in ONE environment for both Reno and Washoe
 - ACA configuration progress, SilverFlume interface testing

Item F. Payments to Accela, Project Plan

■ Change Order 4 Payment Status

Payment #	Amount	Description
1	\$16,650	Progress Payment 1 (January) (5) To Be Analysis Document(s), (6) Accela Solution Foundation, (19) Report Specifications, (20) Report Development
2	\$16,650	Progress Payment 2 (February) (7) Historical Data Conversion Analysis Washoe, (15) APO Interface, (16) Admin Enforcement Interface, (21) Accela GIS Configuration, (27) Administrative Training, (25) User Experience
3	\$16,650	Progress Payment 3 (March) (10,14) Historical Data Conversion Development – Sparks Permits & Licensing, (17) State Business Portal, (12) Historical Data Conversion Development - Reno licensing, (18) BPVA (Scripting) All, (22) ACA Configuration
4	\$16,650	Progress Payment 4 (April) (24) EDR Configuration (23) IVR Consulting
5	\$16,650	Progress Payment 5 (May) (26) Move Reno to the Cloud (4/29/16)
6	\$16,650	Progress Payment 6 (June) (10) Historical Data Conversion Washoe,
7	\$16,650	Progress Payment 7 (July) (28) Train the Trainer
8	\$16,650	Progress Payment 8 (August) (30) UAT (8/12/16)
	\$14,800	10% Holdback (Existing Contract) (31) Production Support (9/21/16) (32) Post go live Support and Transition to CRC (9/21/16)
	\$148,000	Total

PAYMENT SCHEDULE

Accela will perform the Services on a monthly payment basis, as provided in this change order, and based on:

- The nature and scope of the Services and associated Deliverables as outlined in the attached Statement of Work Deliverables;
- Accela's expected staffing requirements as outlined under change description;
- the approved project plan; and,
- Accela's and Agency's roles and responsibilities and the other assumptions set forth in the Statement of Work.

Monthly progress is monitored through and determined by the approved project plan dated January 11, 2016 and assumes all agencies are going live on August 22, 2016.

Should Accela fall more than five (5) business days behind the plan and deliverable progress based on the project plan's critical path, the Agency may opt to withhold monthly payment until such a time as Accela has caught up on progress, providing that predecessor tasks assigned to the Agency are not responsible for the delay.

Should the Agency fall more than five (5) business days behind the plan and deliverable progress based on the project plan's critical path, Accela and the Agency will assess the impact to the project end date and determine if an additional change order is required, providing that predecessor tasks assigned to Accela are not responsible for the delay.

■ See also WC Comptroller Financial Report (handout)

Item F. Payments to Accela, Project Plan (cont.)

January 11, 2016 Project Plan

vs. Current Project Plan

Project Plan Task	Target Date
Deliverable 8 - Historical Data Conversion Washoe & Health	★ 06/03/2016
Deliverable 10 - Historical Data Conversion Sparks Permits	02/15/2016
Deliverable 12 - Historical Data Conversion Reno Licensing	03/16/2016
Deliverable 14 - Historical Data Conversion Sparks Licensing	02/19/2016
Deliverable 17 - State Business Portal (Silverflume Interface)	02/15/2016
Deliverable 18 - BPVA (Scripting) by Accela	03/04/2016
Deliverable 20 - Report Development by Accela	11/06/2015
Reno UAT Round 1 start date	★ 03/24/2016
Sparks UAT Round 1 start date	★ 04/11/2016
Washoe UAT Round 1 start date	★ 06/13/2016
Superagency UAT Round 1 start date	06/13/2016

Project Plan Task	Target Date
Deliverable 8 - Historical Data Conversion Washoe & Health	★ 06/10/2016
Deliverable 10 - Historical Data Conversion Sparks Permits	06/10/2016
Deliverable 12 - Historical Data Conversion Reno Licensing	06/10/2016
Deliverable 14 - Historical Data Conversion Sparks Licensing	06/10/2016
Deliverable 17 - State Business Portal (SilverFlume Interface)	06/10/2016
Deliverable 18 - BPVA (Scripting) by Accela	06/10/2016
Deliverable 20 - Report Development by Accela	06/13/2016
Reno UAT Round 1 start date	★ 06/13/2016
Sparks UAT Round 1 start date	★ 06/13/2016
Washoe UAT Round 1 start date	★ 06/13/2016
Superagency UAT Round 1 (now combined with each agency's UAT)	

- ★ = **Critical Path Task**
- **Dates have shifted. Currently, no impact to go-live date of 8/22.**
- **Shorter time period for UAT cycle.**

Item F: Project Plan, Timelines



88% complete overall in Project Plan

Entering Stage 5 - Readiness (last phase before go live)

■ **Activities**

- Prep of UAT environment (TEST environment)
- Utilize UAT Test Plans
- Test End to End Processes in both AA & ACA (Data Entry, Scripts, Reports, Conversion data, Interfaces, Payment)
- Build Training Plans, Create Training Materials
- End User Basic and In Depth Training

■ **Major Deliverables**

- UAT
- Train the Trainer /Basic Training
- Data Conversion Signoffs
- All other Signoffs not previously completed

Item G: User Acceptance Testing

- Staggered dates were shown in Approved Project Plan from Jan 11
- Recent dates proposed by Accela for Washoe now are aligned for all agencies
- Allows for no impact to critical path and go live date
- Must complete UAT by July 29 to start End User Training on August 1
- Some risk still involved to meet these dates with status of scripting, ACA configuration, reporting and conversion issues.

	Round 1 UAT begin	Round 3 conversion begin	Round 2 UAT begin	All UAT done, 100% records
Reno	June 13	July 1	July 11	Jul 29
Sparks	June 13	June 28	July 11	Jul 29
Washoe/Health	June 13	July 4	July 11	Jul 29

Item G: User Acceptance Testing (cont.,)

- User Acceptance Testing Template created and adopted by ARC

	A	B	C	D	E	F	G	H	I	J	
1	Washoe - Planning	Process Checks									
2	Module Records	Create new record	Invoice application	Pay application (cash, check and credit card)	Post payment to SAP	Reconcile balance at end of day	Validate application information	Select agencies to review application	Assign workflow	As reviewing agency, approve with conditions	In our ap c
3	Record Type	During UAT for each Process Check: 1) enter Passed if process check is successful; or 2) enter text of issue if process check is unsuccessful 3) enter N/A if the process check does not apply to the record									
4											
5											
6	Abandonment										
7											
8	Administrative Permit										
9											
10	Agricultural Exemption										
11											
12	Amendment of Conditions										
13											
14	Appeal of Decision										
15											
16	Boundary Line Adjustment										
17											
18	Detached Accessory Dwelling Unit										
19											
20	Dev Code Amendment										

Item H: Proposed Training Plan

- Repurposed Deliverable 28 – “Train the Trainer” to “Accela Basic End User Training”
- Slim agency staff to do basic training ; Agency staff will do more focused in-depth training
- Maximizes training hours in contract, trains all users (348) on ‘The Basics’
- Held at Regional Training Center – Contingency fund use - not to exceed \$900
- **Refer to Separate Draft Training Plan Handout dated June 7, 2016**

Item I: Go Live Plan, Cutover Weekend, Potential impacts to Citizens

- **4 agencies to Convert**
- **Conversion time of 34 hours for Agencies**
- **Downtime needed:**
 - Thursday evening, August 18, 2016 (close of business) to Monday 7am, Aug. 22, 2016
- **Downtime in existing systems (closing doors) or no system use; OR continued use in system on Friday and double data entry Monday**
- **Notice to the Public**

Item J: Update on Accela Citizen Access

- **New Wrapper proposed by Accela**
- **More customizations allowed to meet our needs**
- **Easier maintainability**
- **Working with “External Citizen Team” to finalize and prep for citizen testing and training**
- **Possible use of contingency fund for citizen training handouts (July oversight)**
- **ACA functionality: Apply, Pay Fees, Schedule Inspections, Query/Search**

Item J: Update on Accela Citizen Access

New ACA Wrapper

The screenshot displays the Accela Citizen Access (ACA) wrapper interface. At the top left is the 'one' logo with the text 'Regional Licensing & Permits' below it. The top right navigation bar includes links for 'Accessibility Support', 'Register for an Account', and 'Login'. A search bar is positioned below the navigation bar. The main content area features a horizontal menu with 'Home', 'Building', 'Planning', 'Enforcement', 'Licenses', and 'Service Request'. Below this menu is an 'Advanced Search' section. A paragraph of text states: 'We are pleased to offer our citizens, businesses, and visitors access to government services online, 24 hours a day, 7 days a week. [Get Icons](#)'. Below this is a paragraph about the partnership with Accela, Inc., mentioning that users must register and create a user account to use all services. A 'Click Here to view Civic Insight' link is also present. On the right side, there is a 'User Name or E-mail:' field and a 'Remember me on this computer' checkbox. Below the main content area, there is a 'General Information' section with a house icon and the text 'Lookup Property Information'. This is followed by a 'Building' section with two icons: a book icon for 'Search Applications' and a clock icon for 'Schedule an Inspection'. The bottom of the page shows the 'Planning' section header.

one
Regional Licensing & Permits

[Accessibility Support](#) [Register for an Account](#) [Login](#)

Search

[Home](#) [Building](#) [Planning](#) [Enforcement](#) [Licenses](#) [Service Request](#)

Advanced Search


We are pleased to offer our citizens, businesses, and visitors access to government services online, 24 hours a day, 7 days a week. [Get Icons](#)

In partnership with [Accela, Inc.](#), we are fulfilling our promise to deliver powerful e-government services and provide valuable information about the community while making your interactions with us more efficient, convenient, and interactive. To use ALL the services we provide you must register and create a user account. You can view information, get questions answered and have limited services as an anonymous user. We trust this will provide you with a new, higher level of service that makes living and working in our community a more enjoyable experience.
[Click Here to view Civic Insight](#)


User Name or E-mail:


☐ Remember me on this computer [I've forgotten my password](#)

General Information


Lookup Property Information

Building

 Search Applications

 Schedule an Inspection

Planning

Item J: Update on Accela Citizen Access

List of Exposed ACA Record types (Application ability)

- District Health Department (26 services for Air and EHS)
- City of Reno (7 services – Building and Licensing)
- City of Sparks (63 services – Fire, Engineering, Planning, Building, Licensing)
- Washoe County (approx. 32 services – Enforcement, Engineering, Planning, Licensing, Building (TBA))

See Complete List of ACA Record types for go live handout

Item K: Contract Status for ePayment Provider OPC

- Meeting held 6/3 to discuss setting up MID's and next steps
- Front counter use, EMV compliance
- Reno obtained approval from Council 4/13/16
- Sparks and Washoe approval anticipated 6/27/16 and 6/28/16

Item L: SilverFlume Interlocal Agreement

- Interface will be tested in UAT
- Approved by Washoe April 26, 2016;
Interlocal signed by both Commission Chair
and SOS Office
- Approved by Reno Council May 25, 2016
- Presentation to Sparks Council June 27, 2016
- Meeting with the SOS Office June 6, 2016

Item L: SilverFlume Status (cont.,)

Information from SilverFlume is returned for review

The screenshot shows the 'one' Regional Licensing & Permits website. The user is logged in as 'Test Halliwell'. The 'Business Licensing' tab is selected. The 'Multiple Record Select' section shows a progress bar with steps: 1 Apply for Licenses, 2 Attachments, 3 Review, 4 Pay Fees, and 5 Record Issuance. The current step is 'Step 1: Apply for Licenses > Page 6'. The 'Custom Fields' section shows the 'NEVADA BUSINESS LICENSE ID (SPARKS)' field with the value 'NV20151012808'. The 'Continue Application' button is highlighted.

The screenshot shows the 'Nevada State Business License' form. The form is for 'SILVERFLUME (SPARKS)'. The 'Nevada Business License Number' is 'NV20151012808'. The 'Entity Status' is 'ACTIVE'. The 'State Business Registration Expiration Date' is '01/31/2016'. The 'State Business Registration Compliance Information' is 'Completed on 12/09/2015'. The 'B&I Worker's Compensation eAffirmation of Compliance (D-25) Compliance Info.' is empty. The 'NV Department of Taxation eClearance Receipt Compliance Information' is 'Completed on 12/09/2015'. The 'Primary NAICS Code' is '111110'. The 'Total # of Employees' is '0'. The 'Continue Application' button is highlighted.

Interface was delivered in Dev Environment

Item L: SilverFlume Status (cont.,)

Licensee and Contact information is prepopulated for review and updates as needed

Step 1: Apply for Licenses > Page 3* indicates a required field.

Licensee

If you are applying for this license, use 'Select from Account' option to copy your contact information from your registration. Otherwise fill in the information for the license applicant.
Note that you can update your contact information (phone number, address) using the Account Management link at the top of the page.

Donald Duck
TEST ENTITY ONE 12-09-2015 INC
Home phone:
Mobile Phone:
Work Phone:
[Edit](#) [Remove](#)

▼ [Contact Addresses](#)

Add Additional Contact Address

To add a new contact address, click the Add Contact Address link. To edit a contact address, click the Edit link. To remove one of your addresses from this application, click on the Remove link.

Showing 1-1 of 1

Address Type	Address	Recipient	Action
Business	202 N CARSON STREET		Actions ▼

Contact List

If you are applying for this license, use 'Select from Account' option to copy your contact information from your registration. Otherwise fill in the information for the license applicant.
Note that you can update your contact information (phone number, address) using the Account Management link at the top of the page.

Select from Account


Add New

Showing 1-3 of 3


Contact Type	First Name	Last Name	Business Name	Work Phone	E-mail	Action
Licensee	Mickey	Mouse	TEST ENTITY ONE 12-09-2015 INC			Edit Delete
Licensee	Daisy	Duck	TEST ENTITY ONE 12-09-2015 INC			Edit Delete
Licensee	Minnie	Mouse	TEST ENTITY ONE 12-09-2015 INC			Edit Delete

Continue Application »

Save and resume later



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Item M: Announcements | Report | Updates

- **Announcements**
- **Reports**
- **Updates**

Item N: Future Agenda Items

- Updates on previous agenda items
- Items from the Oversight Group
- Next meeting
 - Special Meeting:
 - Thursday July 14, 2016 Reno City Hall 10:00 am
 - Possible use of contingency funds for training material



O. Public
Comment

P.
Adjournment